

January 13, 2010

ITEM NO. A2

**RECOMMENDATION TO AUTHORIZE THE ONE YEAR OPTION TO EXTEND
CONTRACT NUMBER 8094 WITH MODEL METRICS, INC. FOR SUPPORT AND
MAINTENANCE OF SALESFORCE.COM**

To the Honorable Board of Commissioners:

RECOMMENDATION

It is recommended that the Board of Commissioners ("Board") authorize the Chief Executive Officer or his designee to exercise the one-year option of Contract Number 8094 ("Contract") with Model Metrics, Inc. ("Model Metrics") and increase the Contract's funding by an amount not-to-exceed \$86,400. The contract's new aggregate not-to-exceed funding amount will be \$172,800.

FUNDING
General Fund

Vendor: Model Metrics, Inc.
Address: 730 North Orleans Street, Suite 601
Chicago, Illinois 60610

Contract Type: Professional Services
Base Contract Term: December 15, 2008 through December 14, 2009
First Option Term: December 15, 2009 through December 14, 2010
Option Periods Remaining: None
Original Contract Amount: \$86,400 NTE
First Option Amount: \$86,400 NTE
Aggregate Contract Amount: \$172,800 NTE

M/W/DBE Participation:

Direct ___ % MBE ___ % WBE ___ % DBE
Indirect ___ % MBE ___ % WBE ___ % DBE
Waiver X Yes ___ No

Section 3:

___ (#) Hiring ___ (\$) Subcontracting X (\$) Other Economic Opportunities

EXPLANATION

On October 16, 2008, Resident Services released a Request for Proposal (No. 08-01608) for maintenance and application support for CHA's case management database, Salesforce.com. Model Metrics was the sole respondent. CHA subsequently entered into Contract Number 8094 (the "Contract") with Model Metrics to provide the necessary support and maintenance services for a base term of one (1) year, in an amount not to exceed \$86,400, with one (1) one-year option. Resident Services is requesting authorization to exercise the one-year option with Model Metrics to increase the Contract's funding by an amount not-to-exceed \$86,400.

As a partner of Salesforce.com, Model Metrics performed the initial implementation of CHA's service provider database in 2004. Since that time, Model Metrics has been procured to provide database support and maintenance including data migration, creation of reports and a comprehensive data dictionary, redesign of the initial tracking modules, and implementation of new modules based on the needs of Resident Services contracts. Model Metrics has designed the tracking modules for Resident Services programs including Transitional Jobs, Good Neighbor, FamilyWorks, and City Colleges of Chicago. This customization allows Resident Services to provide management and oversight of the specific contract deliverables for each program, and allows Resident Services to gather critical information to create and modify existing services.

In 2010, Model Metrics will continue to provide support and maintenance of Salesforce.com, including enhancements to reflect new FamilyWorks program goals and tracking of the Section 3 job order process. Additionally, Model Metrics will provide on-call data and application support as needed.

Based on the foregoing, it is in the best interest of the CHA to authorize the Chief Executive Officer or his designee to exercise the one-year option of the Contract's term and increase the Contract's funding by an amount not-to-exceed \$86,400. The Contract's new aggregate not-to-exceed amount will be \$172,800.

RESOLUTION NO. 2010-CHA- 4

WHEREAS, the Board of Commissioners of the Chicago Housing Authority has reviewed the Board Letter dated January 13, 2010, entitled, “RECOMMENDATION TO AUTHORIZE THE ONE YEAR OPTION TO EXTEND CONTRACT NUMBER 8094 WITH MODEL METRICS, INC. FOR SUPPORT AND MAINTENANCE OF SALESFORCE.COM”;

THEREFORE, BE IT RESOLVED BY THE CHICAGO HOUSING AUTHORITY

THAT, the Board of Commissioners authorizes the Chief Executive Officer, or his designee, to exercise the one-year option of Contract Number 8094 with Model Metrics and increase the Contract’s funding by an amount not-to-exceed \$86,400. The Contract’s new aggregate not-to-exceed amount will be \$172,800.

